Information Technology Quarterly Report

January 1, 2005 – March 31, 2005

Submitted to:

The Joint Committee on Advanced
Communications and Information Technology

Submitted by:
The Office of Information Technology
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Introduction

Act 1042 (2001) requires the Executive Chief Information Officer (ECIO) to submit a report on a quarterly basis to the Joint Committee on Advanced Communications and Information Technology regarding information technology deployment and the administration and sharing of information among state agencies.

This 3rd Quarter Report of FY05 will:

- Summarize the major project activity within state agencies through the 7th quarter of the current biennium.
- Identify key leadership initiatives that impact efficient technology utilization and information sharing.
- Summarize the development and implementation of eGovernment services around the state.
- Report on emerging issues and activities.

Leadership Initiatives

Public Records Retention

Record Retention Requirements & Electronic Record Management Guidelines

- The Office of the Executive CIO was charged by Act 918 of 2005 to develop and promulgate rules & regulations for the retention of common records found within most state agencies. The Office of the ECIO has begun the process for completing this charge by Fall of this year to meet the Act's time requirement.

- Preliminary work was accomplished and approved in December, 2004 by a work group composed of members from a cross section of state agencies as charged by the Governor.

- Input was gained from partners outside state government that represent key stakeholders and experts in records management and law.

Progress Report

- The preliminary records retention schedule for common categories of records for use by all state agencies, boards, and commissions was completed in December, 2004 and formally submitted to the Governor.

- The development of electronic record management guidelines and requirements was completed in December, 2004.

- The guidelines that address issues surrounding electronic communications as a public record were completed in December, 2004.

- A report of cost and other impacts to accompany the proposed record retention schedule was completed in December, 2004.

- A procedural handbook for records retention was completed in December, 2004.

Leadership Initiatives

Business Consultation Service

The Office of Information Technology offers its services as a resource to state agencies for business and technology analysis, evaluation of possible business and technology solutions, and guidance on compliance issues. An example is:

Oil & Gas Commission

The Arkansas Oil & Gas Commission's database of oil and gas wells drilled in Arkansas includes more than 20,000 records. During the past several years, the Commission has been collecting geographic coordinates of the wells using GPS and adding that information to the database. All of this information is available on the Internet through their online Well Data System.

As the location of these wells was indistinct, the Commission needed an easy way for users to search and locate wells using a map. The Arkansas Geographic Information Office worked directly with Commission staff in the development of an interactive mapping web site that allows users to search for oil and gas well data using the map. The completed application is undergoing final testing and will be located on the Commission web site.

Leadership Initiatives

Legislative Assistance

OIT staff provided legislative assistance such as bill drafting, Legislative Committee testimony and presentations, and working with the Bureau of Legislative Research, Senators and Representatives on the following bills during the Arkansas 85th General Assembly.

- HB1514 - AN ACT CONCERNING THE RETENTION OF PUBLIC RECORDS BY STATE AGENCIES. This became Act 918.

- HB2904 - AN ACT TO PROTECT CONSUMERS FROM THE IMPROPER USE OF COMPUTER SPYWARE. This became Act 2255.

- HB2953 - TO ESTABLISH THE BROADBAND INCENTIVE ACT OF 2005. This did not become an act.

- SB265 - AN ACT TO AMEND § 15-21-503 CONCERNING THE ARKANSAS STATE LAND INFORMATION BOARD. This became Act 264.

- SB439 - AN ACT TO MAKE AN APPROPRIATION TO THE ARKANSAS SOIL AND WATER CONSERVATION COMMISSION FOR ARKANSAS' AUTOMATED MAP SYSTEM. This became Act 519.

- SB449 - AN ACT FOR THE OFFICE OF INTEGRATED JUSTICE APPROPRIATION FOR THE 2005 FISCAL YEAR. This did not become an act.

- SB450 - AN ACT TO ESTABLISH AN INTEGRATED JUSTICE INFORMATION SYSTEMS COORDINATING COUNCIL AND THE OFFICE OF INTEGRATED JUSTICE. This did not become an act.

- SB451 - AN ACT FOR THE OFFICE OF INTEGRATED JUSTICE APPROPRIATION FOR THE 2005-2007 BIENNIUM. This did not become an act.

- SB540 - AN ACT TO MAKE AN APPROPRIATION FOR THE OFFICE OF INFORMATION TECHNOLOGY FOR THE AERIAL PHOTOGRAPHY, CENTERLINE FILE AND ARKANSAS E-CORRIDOR PROGRAMS. This became Act 1800.

- SB592 - AN ACT TO ESTABLISH THE DISTANCE LEARNING COORDINATING COUNCIL. This became Act 1425.

- SB593 - ARKANSAS PUBLIC SCHOOL ACADEMIC FACILITIES PROGRAM ACT. This became Act 1426.

- SB980 - TO IMPROVE ECONOMIC AND EDUCATIONAL OPPORTUNITIES BY FURTHERING THE GOAL OF PROVIDING ALL ARKANSANS WITH THE ABILITY TO CONNECT TO THE WORLD WIDE WEB VIA BROADBAND. This did not become an act.

- SB1167 - AN ACT TO PROVIDE NOTICE TO CONSUMERS OF THE DISCLOSURE OF THEIR PERSONAL INFORMATION. This became Act 1526.

Leadership Initiatives

Workgroups

The Executive Chief Information Officer formed two workgroups to analyze opportunities to improve the effective and efficient use of information technology among Arkansas state agencies.

Email Consolidation Workgroup

This workgroup is exploring the possibility of all executive state agencies moving to a single email system. Currently, approximately 30 different email systems are used across the agencies. A single system promises efficiencies on several different levels.

- Workgroup Purpose: To explore the opportunities to reduce or eliminate redundant email system.

- Workgroup Scope: All state agency electronic communication systems, including email, list-serve, workgroup productivity, etc.

- Workgroup Focus: Executive agency email systems.

- Workgroup Deliverables: A report detailing the Total Business Case for each proposed consolidation option, the group's recommended consolidated option, and a recommendation for implementation.

- Milestones include the examination of email systems in use in Arkansas state government, other states, and private industry; development of a cost analysis; identification of problems/barriers in the current environment; and identification of needs and options to address the problems/barriers.

Grant Workgroup

This workgroup is exploring opportunities to improve the interaction between state grant providers, applicants, and recipients. The focus of the workgroup is a centralized on-line grant application system.

- The workgroup is comprised of representatives from state agencies that manage grants within the state. Key members of the workgroup are the larger agencies that manage millions of dollars in grants such as Human Services, Health, Highway and Transportation, Parks and Tourism, and Finance and Administration.

- The workgroup deliverable will be a report detailing the business case, options, and recommendations to improve the granting process by providing a "storefront" access to grant applications.

- The upcoming milestones will be the development of a needs assessment and requirements document, scheduling of product demonstrations, and reviewing the current INA developed grant information applications which are accessed from the Governor's website.

Leadership Initiatives

Integrated Justice Information Systems Coordinating Council

Integrated Justice Information Systems - IJIS

Act 1272 of 2001 established the Integrated Justice Information System Coordinating Council as well as a Local Government Advisory Group. That legislation expired in 2003. The IJIS Council was re-established by the Governor's Executive Order 03-04 of 2003. The ECIO was appointed to the council with this Executive Order. The council elected the ECIO chair of the IJIS Council.

During the 2005 Arkansas Legislative Session three bills were introduced. The following is a summary of these bills:

- SB449 – This bill establishes the Office of Integrated Justice and requests appropriations for personal services and operating expenses for the fiscal year ending June 30, 2005. This bill establishes appropriations for the IJIS Office for the remainder of the FY04-05 biennium.
- SB450 – This bill establishes the Integrated Justice Information Systems Coordinating Council and the Office of Integrated Justice. This bill would replace the Executive Order 03-04 of 2003. This bill increases the membership of the IJIS Coordinating Council by the following:
  - Director of the Arkansas Department of Emergency Management
  - Director of the Arkansas State Game and Fish Commission
  - A county sheriff designated by the Arkansas Sheriff's Association
  - A municipal chief of police designated by the Arkansas Association of Chiefs of Police
  - A circuit clerk designated by the Arkansas Circuit Clerk's Association
  - A county judge designated by the County Judges' Association of Arkansas
- SB451 – This bill establishes an appropriation for personal services and operating expenses for the Office of Integrated Justice for the FY06-07 biennium.

Leadership Initiatives

Integrated Justice Information Systems Coordinating Council

- The IJIS Technical Committee, formed at the beginning of the year, has been meeting every other Monday. The committee's focus is roles for Integrated Justice, review of existing systems, discussion of interagency information exchange needs, establishment of standards and recommendation of nationally accepted data models, and the creation of a realistic timeline.

- A technical project evaluation team was created to review the newly implemented pilot IJIS system in Faulkner County. The technical team worked with the various Faulkner County offices involved with the pilot project to ensure all issues within the original scope of the project were resolved. A maintenance contract with the application service provider, Templar/Choice Point, was effective March 29th.

Leadership Initiatives

Standards and Policies

The State Technical Architecture Office guides the process of using information technology resources throughout the state by directing the formulation of state policies, standards, and best practices for information technology.

Promulgated Policies and Standards

Password Management Standard

A password is usually the first line of defense for a computer system. The password standard requires user logon passwords to be complex and to change periodically.

Virus Scanning Standard

State agencies and institutions of higher education must install virus scanning software on their servers and workstations. The virus scanning software should be updated with new virus information weekly, at a minimum.

Warning Banner Standard

Information handled by computer systems must be adequately protected against unauthorized modification, disclosure, or destruction. Warning banners are necessary at all access points in the event an organization wishes to prosecute an unauthorized user. The banner shall warn authorized and unauthorized users: 1) about what is considered the proper use of the system, 2) that the system may be monitored to detect improper use and other illicit activity 3) that there is no expectation of privacy while using the system 4) of the penalties for noncompliance.

Personnel Security Standard

Organizations must implement a security awareness program which communicates the agency information technology security policy and the importance of information technology security. In addition, organizations must ensure that employees in sensitive positions have undergone an appropriate security clearance.

Leadership Initiatives

Standards and Policies

Managing State Information Technology Projects Policy

The purpose of this policy statement is to provide state agencies with the necessary guidance for managing the state of Arkansas's information technology projects. This policy is provided to help ensure that information technology projects are conducted in a disciplined, well-managed, and consistent manner that promotes the delivery of quality products and services.

Information Technology Investment Planning Policy

This describes the Office of Information Technology's process for agency information technology investment planning. The purpose of this policy statement is to provide state agencies with the necessary requirements for implementing an investment portfolio approach to information technology planning, management, and oversight. The portfolio management approach forms the basis for agency biennial information technology plans which must be submitted to the Office of Information Technology.

Dot Gov Subdomain Naming Policy

Consistent internet names, or domain names, allow people to search for information on the Internet more easily. An internet domain exists called the .gov domain that is overseen by the federal government and reserved for use by federal, state, and local governments. The State of Arkansas has registered the domain names arkansas.gov and ar.gov for use by state and local government in Arkansas. The Dot Gov Subdomain Naming Policy defines proper naming conventions when using the .gov name to enhance the accessibility of information regarding state and local government.

Leadership Initiatives

Standards and Policies

Pending Policies and Standards

The following two standards have started through the formal promulgation process put forth by the Legislative Council.

Machine Readable Privacy Policy Standard

The Machine Readable Privacy Policy Standard requires agencies to use the P3P specification when creating machine readable privacy policies on agency websites. Act 1713 of 2003 required state and local governments with websites to create machine readable privacy policies which are programs that reside in websites that tell a person visiting a website what the owning organization's privacy policy is in regards to any information that is gathered through the website.

Data and System Security Classification Standard

The Data and System Security Classification Standard requires organizations to classify information and computer systems by levels of sensitivity and criticality. By determining data and systems that are truly critical for agency operation, appropriate levels of information technology security measures can be applied. Guidelines have been created by the security working group to accompany the standard.

Leadership Initiatives

Technical Services to Agencies

Accessibility Testing

Provided ongoing assistance to agencies in testing software and applications for compliance with state accessibility legislation.

Machine Readable Privacy

Provided assistance to agencies and local government entities with the implementation of machine readable privacy policies on their websites to comply with the requirements of Act 1713.

Tracking New Technology Newsletter

Published a quarterly web-based newsletter describing four new technologies that would be suitable for use in state agencies and other public organizations. March's edition highlighted electronic ink/digital paper, location aware service, The Trusted Computing Group, and voice over IP (VOIP).

Disaster Recovery Plan Development

Trained agencies, boards and commissions to use web-based software to create disaster recovery plans and advised agencies on strategies for plan development.

Leadership Initiatives

Arkansas Geographic Information Office (AGIO)
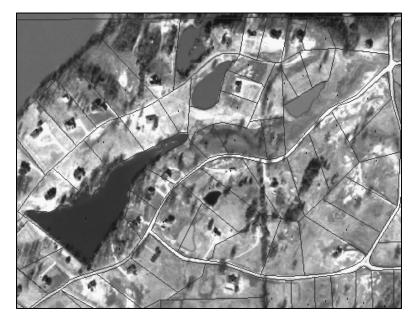
The Arkansas Geographic Information Office (AGIO) continues to provide leadership for two major programs that are building Geographic Information System data and capacity at the county level within Arkansas.

County Assessor Mapping Program

The AGIO provides technical support for mapping personnel in the County Assessor Offices who are using geographic information systems (GIS) to map a representation of land ownership in each participating county. This map layer will have a wide range of uses when completed. Application of this data will range from tax assessment to law enforcement and economic development. The first phase involves mapping a coordinate for each parcel and then coupling that coordinate to its record in the Assessor database. The data is then published in the State's GIS clearinghouse known as GeoStor. Presently, AGIO has published Phase 1 data in GeoStor for six counties. The second phase involves mapping a representation of each parcel boundary in the county. To date, eighteen counties are engaged in Phase II of the program.

The image shown here is of the Lake View subdivision in Cross County just north of Wynne, Arkansas and demonstrates how the data will appear.

Leadership Initiatives

Arkansas Geographic Information Office (AGIO)

Arkansas Centerline File Program

State compliant road centerline data enables the capability to quickly locate people, places and events using a physical address. The AGIO manages the Arkansas Centerline File Program which is a cooperative effort to develop standard compliant road centerline data across all the counties of the state. Twenty-seven counties in the state have completed the data development and met the state standard. The AGIO continues to provide technical assistance to County Judges and County E-911 offices that are building this important file.

Changes in the National Flood Insurance Program – Modernizing Floodplain Maps

AGIO is playing a supporting role by assisting the Federal Emergency Management Agency (FEMA) in the acquisition and integration of GIS data that can be used as overlays on the newest Flood Insurance Rate Maps. FEMA has launched a five year program to phase out the old paper version of the maps and create modern digital versions based on geographic information. FEMA recognized the most current information about a county is best obtained directly from that county, so they asked the AGIO to play a coordinating role to collect and verify that local GIS data could be used on the new flood maps. For example, the future road overlay for Columbia County Flood maps will be the road centerline file from the Columbia County E-911 Office. Therefore, local users will know the information is reliable, accurate and up to date.

The Value of Local GIS Data

Pulaski County, just north of the I-30 & I-440 interchange

While the aerial photography based image (on the left) makes a "prettier" map, the line based one (on the right) has more functionality as a Flood Map. It allows local flood plain managers to more efficiently update their maps with current data, including new housing developments, new ortho-photos, or new topographic information. But, without an accurate digital roads data layer, a community's only option is the photo based flood map which can severely limit a their ability to effectively manage floodplains over time.

Leadership Initiatives

Progress on Security and Cyber-Terrorism

Disaster Recovery Capability

The Department of Information Systems now strives to provide 72 hour disaster recovery capabilities on the services they host. The current focus is on disaster recovery simulations for the agencies listed as critical to the continuation of state services. DIS is also supporting a current state-wide effort, sponsored by the ECIO, to determine the disaster recovery capabilities of all state agencies.

Disaster Recovery Planning

A web-based disaster recovery planning tool has been deployed to agencies, boards and commissions to create business impact assessments and disaster recovery tools. Forty-one agencies completed business impact assessments and have gone into the disaster recovery planning phase. Seventy-five agencies have been trained by OIT staff to create disaster recovery plans and are actively creating organizational disaster recovery plans. OIT is working to incorporate geographic information into the disaster recovery plans to enable geographic analysis. Preparations were made to teach agencies to create continuity of operations plans using the disaster recovery planning software.

Cyber-Security Education and Awareness

Security-related seminars were sponsored or conducted by the State Security Office for state agencies, public schools and higher education. Brochures, a website and newsletters were also created to raise awareness of cyber issues.

Cyber Event Notification System

The State Security Office exchanges information related to cyber events with state agencies, institutions of higher education and public schools. Viruses and worms may hinder the ability to exchange information by email. For this reason, the Security Office has established a voice and fax system to send information regarding how to clean infected machines to cyber security contact people in public organizations.

Arkansas Homeland Security Advisory Group

OIT staff served on the Arkansas Homeland Security Advisory Group to recommend projects and organizations for Homeland Security funding.

eGovernment Initiatives

Information Network of Arkansas (INA) has the responsibility of assisting the state in exploring and improving citizen and business access to public information. The following is a sample of the applications that INA implemented or began development during this past quarter:

Operational Projects

Cleburne County, Property Tax Payments - Online real estate and personal property tax payments for Cleburne County.

Finance and Administration, State Vehicle Reporting - Online reporting of state vehicle usage for monthly and quarterly periods.

Game and Fish Commission, Mallard Sponsorship - Companies or individuals may provide funding to sponsor a Mallard in the Satellite Mallard tracking program. This program tracks migratory patterns of the Arkansas mallard.

Health Department, Healthy Aging Site - Informative site on Healthy Aging, a division of the Health Department.

Secretary of State, Franchise Tax Batch Filing - Ability for small to medium CPA and law firms to create profiles of their clients and pay several franchise tax filings and receive monthly billing.

Finance and Administration, Child Support Evaders Admin - Online tool to allow Office of Child Support to post top child support evaders.

Health Department, Immunization Survey - Site with survey for immunizations.

City of Little Rock, Parking Tickets - The ability to pay parking tickets issued by the city online via credit card.

Arkansas Municipal League, Local Municipal Portal - Local portal in which users could find information on all cities throughout Arkansas.

Psychology Board, License Renewals - Online license renewals for psychologists.

Physical Therapy Board, Jurisprudence Exam - Registration and online test for physical therapists.

eGovernment Initiatives

New Online Projects In Planning
or Under Development

Benton, City Site - Web site for the city government with contact information, services and online components.

DHS Child Care and Early Childhood Education, AR Child Find Site - Interactive site that will include public awareness brochures for download and 3 surveys for download or online submittal.

Finance and Administration, Specialty License Plate Orders - An online order form for the specialty license plate.

Finance and Administration, Withholding Tax - Companies paying their withholding tax will be able to pay online.

Health Department, Food Permit Renewal - Renewal of Food Permits with the Department of Health. Health processes 1500-2000 food permits each month.

Johnson County, Property Tax Payments - Online personal property and real estate tax payments for Johnson County.

Labor Department, Elevator Inspection and Witness Test - Online payments of elevator inspections and witness tests.

Nursing Board, Credentials - An online order system for nurses to order copies of their credentials on file with the Nursing Board.

Nursing Board, License Verification - Subscriber based online license verification application.
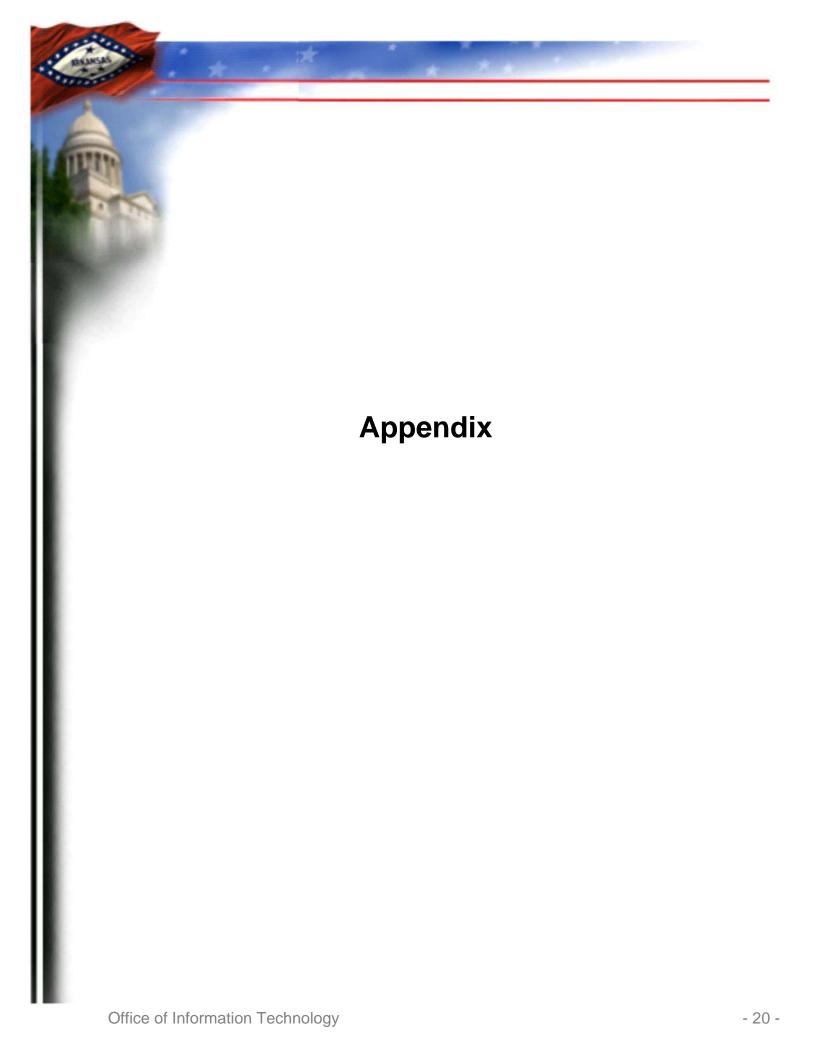
Nursing Board, Scholarship Fund Donations - Online donations for the Nursing Scholarship Fund.

Private Career Education Board, License Renewals - Online license renewals.

Secretary of State, Business One Stop Registration - Site where a person starting a business can register and complete the necessary forms for all levels of government (city, State and Federal).

Emerging Issues / Activities

- Complete biennial agency IT planning process.

- Development of road centerline mapping data to assist counties in responding to wireless 911 emergency phone calls.

- Issue a Request for Proposal for the creation of the next generation of statewide digital ortho-imagery.

- Collaborate with DIS and several hundred agencies and schools to combat specific cyber attacks.

- Support executive and legislative leaders with the proposed record retention schedule completed in the fall of 2004.

- Develop assessment standards for technology infrastructure in K-12 school facilities across the state.

- Explore the data mining/reporting capabilities of Cognos software in order to meet legislative mandates. The software would interact with the Arkansas Public School Computer Network and the state's Financial Management System.

- Continue development of cyber security standards related to physical, logical and wireless security.

- Begin outreach effort to state agencies in complying with the newly enacted Records Retention Law (Act 918 of 2005).

- Analyze and provide a summary of the information obtained from the technology assessment that was a component of the state-wide school facility assessment. The information obtained from the technology assessment will answer key questions regarding the use of educational technology in Arkansas and assist in the evaluation of district's technology support needs.

- Partner with the Department of Information Systems and public schools to conduct cybersecurity pilots to study the most effective ways to keep public school networks secure.

- Continue development of cybersecurity standards related to physical, logical and wireless security.

- Train some Arkansas counties to use the state's disaster recovery planning software to start creating county disaster recovery plans.

- Continue working with agencies to complete their disaster recovery plans.

Appendix

Overview of Biennial Information Technology Planning Process

Agencies submit Information Technology (IT) plans to the Office of Information Technology (OIT) by August of even years in preparation for the legislative session.
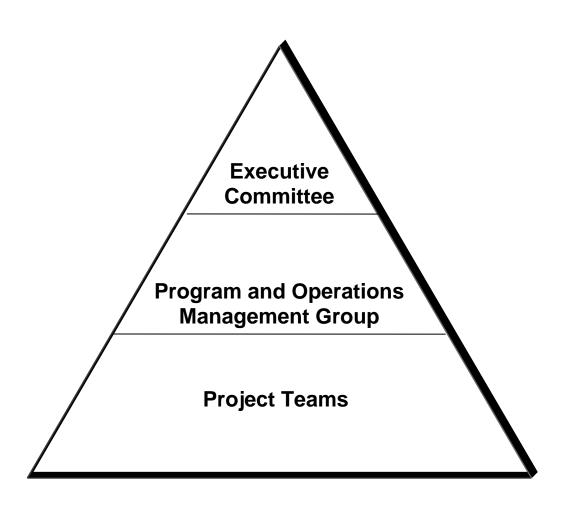
Information required in the agency's IT plan:

- Agency mission, goals, and objectives
- Description of Operational IT investments
- Identification of "high impact" efforts such as Health Insurance and Accountability Act (HIPAA), security, enterprise projects, etc.
- Identification of planned new IT investments
- Biennial appropriation request for technology

OIT has completed the processing and reviewing of all agency, board, and commission IT Plans for the FY06-07 Biennium.
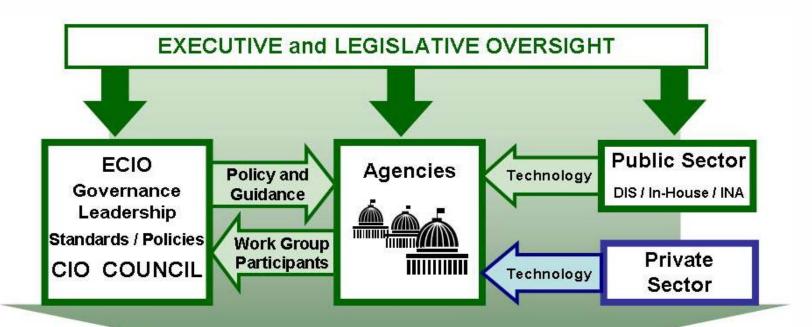
This planning cycle coincides with the biennial budget process.

Enterprise Governance Structure

Executive
Committee

Program and Operations
Management Group

Project Teams

- A Governance model was developed for Enterprise Projects
- The model is 3-tiered
  - The Executive Committee sets policy, standards and direction.
  - The Program and Operations Management Group develops the business case and strategy plan for the project.
  - Project teams provide project implementation and oversight services.
- This model is in place in two Enterprise efforts
- Integrated Justice
- Arkansas Wireless Information Network (AWIN)

State Technology Management

EXECUTIVE and LEGISLATIVE OVERSIGHT

ECIO
Governance
Leadership
Standards / Policies
CIO COUNCIL

Policy and Guidance →

← Work Group Participants

Agencies

← Technology — **Public Sector** DIS / In-House / INA

← Technology — **Private Sector**

Service to Citizens

Major Projects Account for 12% of Planned Technology Expenditures for FY04-05

Total: $438,089,271

Major Projects
$50,777,846
12%

Costs of Operations
& Minor Projects
$387,311,425
88%

Note: Major Projects are those greater than $100,000
Source: Quarterly survey of agency project expenditures

Major Project Expenditures by Agency

Listing of projects is contained in the Appendix

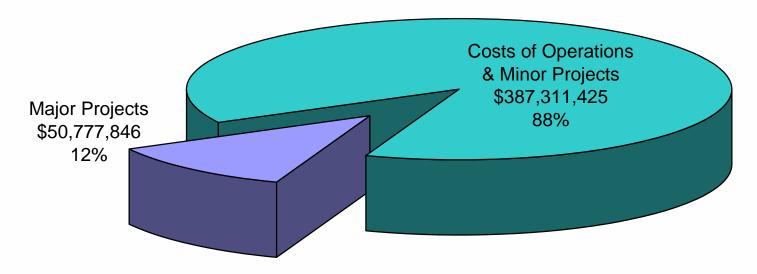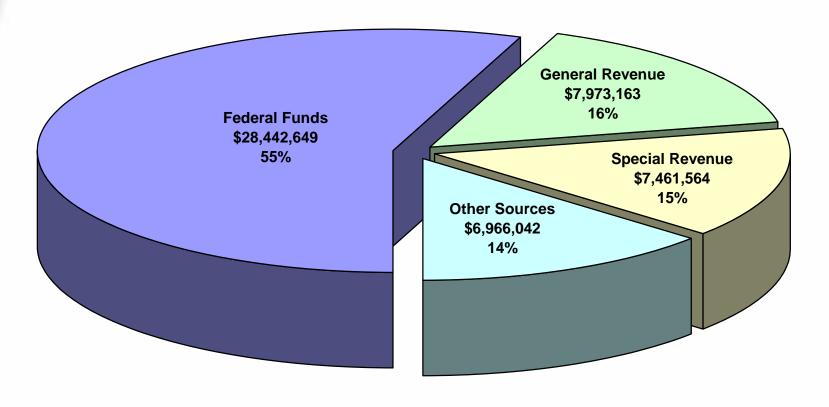| Agency	Total Project Cost (estimated)	Prior Biennial Cost	Biennial Cost to Date	Actual Cost to Date	Budgeted amount for Biennium	Project Count
Human Services	32,258,655	16,367,272	12,533,275	28,900,547	14,194,925	8
Employment Security	15,079,953	2,542,774	2,701,640	5,244,414	12,596,251	20
Teacher Retirement System	7,500,000	3,627,461	3,694,538	7,321,999	3,872,536	1
Crime Information Center	6,555,456	3,113,945	3,028,521	6,142,466	3,315,874	4
Finance and Administration	5,021,560	976,420	3,343,582	4,320,002	3,378,670	3
Environmental Quality	3,200,000	357,520	768,908	1,126,428	3,200,000	1
Health	3,100,000	0	1,865,000	1,865,000	3,100,000	4
State Police	2,451,133	0	2,509,706	2,509,706	2,451,133	2
Education Department	1,743,540	0	1,113,885	1,113,885	1,743,540	2
Information Systems	1,225,000	0	44,938	44,938	1,400,000	3
Prosecutor Coordinator	489,300	47,500	79,000	126,500	124,000	1
Parks and Tourism	435,000	0	314,072	314,072	435,000	2
Securities Department	369,871	114,800	315,855	430,655	312,821	1
State Crime Laboratory	351,000	134,605	108,198	242,803	216,396	1
Office of Information Technology	236,700	0	201,251	201,251	236,700	1
Workers' Compensation Commission	200,000	0	0	0	200,000	1
Totals	**$80,217,168**	**$27,282,297**	**$32,622,369**	**$59,904,666**	**$50,777,846**	**55**

Major Technology Investments: Top 10 Projects by Cost

Agency	Project Name	Sum of Budgeted amount for FY04-05	Sum of Total Project Cost (estimated)
Human Services	HIPAA	$ 6,726,964	$ 22,355,827
Teacher Retirement System	Arkansas Teacher Retirement Member Information System	$ 3,872,536	$ 7,500,000
Crime Information Center	VINE Enhancements	$ 1,086,490	$ 3,907,024
Human Services	CHRIS - Children's Reporting and Information System	$ 2,332,392	$ 3,769,884
Human Services	Child Care Eligibility	$ 3,559,039	$ 3,559,039
Environmental Quality	Integrated Information System	$ 3,200,000	$ 3,200,000
Finance and Administration	Employment Benefits	$ 1,357,110	$ 3,000,000
Finance and Administration	Budget Preparation Module	$ 1,921,560	$ 1,921,560
Employment Security	Internet Initial Claims	$ 1,836,980	$ 1,836,980
Employment Security	Initial Claims IVR/Call Center	$ 1,800,000	$ 1,800,000
	Total Cost of Top 10 Projects Represents 66% of Total Projects Cost	**$27,693,071**	**$52,850,314**
	Total Cost of Remaining 45 Projects	**$23,084,775**	**$27,366,854**
	Total Cost - All Projects	**$50,777,846**	**$80,217,168**

Note: Major Projects are those greater than $100,000
Source: Quarterly survey of agency project expenditures

Budgeted Major Projects by Fund Source
for FY04-05

General Revenue
$7,973,163
16%

Federal Funds
$28,442,649
55%

Special Revenue
$7,461,564
15%

Other Sources
$6,966,042
14%

Total: $50,777,846

Planned Major IT Development Projects

Agency & Project Name	Project Description
Crime Information Center	
Integrated Justice	Develop automated interfaces to county criminal justice agencies. This is a pilot project in Faulkner County.
National Criminal History Improvement Project	Acquire hardware and software to enter dispositions electronically.
Project Safe Neighborhoods	Identify and collect data on violent crimes in Arkansas. This project will include professional services and PCs.
Employment Security	
ABPCO	Automates operations and case management for recovery of Unemployment Insurance overpayments
ACRS	Gives Arkansas citizens the capability to reference post-secondary education information available in Arkansas and so that Arkansas post-secondary education and training institutions could automate their Eligible Training Provider (ETP) applications.
Ark Adjudication System	Automates the adjudication of Unemployment Insurance issues
Economic Development Exchange	Provides automation for geocoding, potential labor, job vacancy and benefits survey
Employer Accounts Registration	Allows new businesses to apply for ESD account numbers over the Internet
Employer Wage Processing	Allows businesses to report employee wages over the Internet
FARS Replacement	Provides cost accounting for federal reporting not provided in AASIS
Hope MFLC Record Keeping	Provides an automated room management and billing system for individuals staying at the migrant farm labor center
Imaging	Provides imaging capability for all projects
Initial Claims IVR/Call Center	Provides recently unemployed individuals to file Unemployment Insurance claims over the telephone
Internet Initial Claims	Allows individuals that have just been laid off to fill an Unemployment Insurance claim
Learning Exchange/OSCAR Import	Will move a career exploration site from a Texas server to an Arkansas server
LMI Automation (ALMIS/NSR)	Provide and Internet based interactive labor market information system to the citizens of Arkansas. This is a consorted effort between approximately 21 other States, directed by NASWA/CESER through grants from the U.S. Department of Labor.
ODDS/AWIS Replacement	Combines the current AWIS and ODDS systems
Security	Setups a security office and provides security utilities for all applications.

Planned Major IT Development Projects

Agency & Project Name	Project Description
Employment Security (continued)	
TAA/TRA/DW	Automates Trade assistance, unemployment assistance due to loss of jobs due to NAFTA, and dislocated worker.
UI Collections	Automated the collection of Unemployment taxes from employers
Environmental Quality	
Integrated Information System	Integrate enforcement, compliance, and permitting data
Finance and Administration	
Budget Preparation Module	Implementation of Budget Preparation (AASIS)
Performance Budgeting and Accountability System	Implementation of Performance Based Budgeting, strategic planning and reporting (AASIS)
Health	
Hospital Network (Bioterrorism Grant)	Create a Video conferencing/data network with AR hospitals
Laboratory (Bioterrorism Grant)	Migration/Upgrade of Lab application to new ADH system
NEDSS (Bioterrorism Grant)	Create a Database of disease surveillance information
Vital Records	Migration of VR application from legacy to new ADH system
Human Services	
Extended Juvenile Jurisdiction Digital Surveillance	EJJ Digital Surveillance Project is to provide and install a PC-based Digital Audio/Video Monitoring and Storage System. The system shall include the cameras, microphones and sensors listed in the specifications, and monitoring and management systems to permit event-driven switching from time-lapse recording to synchronous recording of audio and near real-time video on the same medium. The system will permit recorded events from multiple remote sites to be archived to one central location.
Juvenile Tracking System Re-Engineering	TRW will assist in the coordination and procurement of the Rite Track (Commercial "off-the-shelf" COTS)) to eventually replace the current Juvenile Tracking System (JTS). Continue the on-going maintenance of the existing JTS system for Department of Human Services (DHS), Division of Youth Services (DYS), until the replacement system is deployed.

Planned Major IT Development Projects

Agency & Project Name	Project Description
Information Systems	
Tele-Management Project	A DIS RFP for a Tele-Management System proposes integrating billing, directory, workflow (including work orders), inventory, purchase order tracking, history, trouble ticketing, invoice reconciliation, and asset management functions. These functions are currently performed by three separate systems: Resource Billing System (RBS), Management of Network Income Expense and Services (MONIES), and HEAT. The proposed Tele-Management system would interface with the state's SAP accounting system, Arkansas Administrative Statewide Information System (AASIS), and would replace the functions of RBS, MONIES, and HEAT with a 24*7 enterprise web-based software solution available for DIS (an estimated 50 users) and for DIS customers and service providers across the state (an estimated 450 users).
Protego Security Project	Protego is a Security Information management system that will allow us to get a clear picture of security issues on our network. We will also have the ability to proactively notify other security administrators as to machines that may be infected with Virus/worms on their devices and get us quicker response times to getting them off of the state network and getting them cleaned. This system can also notify us of problems that require our immediate attention and will allow us to take steps to mitigate the possibility of a network-wide outage due to security issues.
Time Collection System	Enterprise Time Collection solution that interfaces with MS Projects, DIS Billing and other applications and SAP to consolidate processes and eliminate redundancy. Time Collection solution also being considered to capture staff time for federal reporting for Game & Fish Commission.
Office of Information Technology	
Disaster Recovery Plans	Use of Homeland Security granted funds for disaster recovery software and hardware for use by state agencies to create disaster recovery plans.
Parks and Tourism	
Lodge Reservation System	A project to provide a reservation solution at each of the park lodge locations.
Securities Department	
STAR System	Provide a mechanism for tracking various inter-relationships between securities, broker-dealers, agents, investment advisers and representatives to enhance the Department's ability to protect citizens from unethical, unregistered, or fraudulent activities. Promote investor education by providing the investing public with web access to information. This will be accomplished through an integrated, relational, transaction-based database.

Planned Major IT Development Projects

Agency & Project Name	Project Description
State Crime Laboratory	
TeleTestifying Pilot	This project, funded with a science and technology grant through OIT/DIS, will connect the crime laboratory with three county courthouses (Washington, Sharp, and Jefferson). The project seeks to discover the value of testifying in court without leaving the laboratory, thus allowing laboratory personnel more time to work cases and reduce the large case backlog. ASCL will work closely with Southwestern Bell, DIS, and the circuit courts in the targeted counties to develop and implement this application.
State Police	
TraCS (Traffic and Criminal Software)	Application is used to capture crash data near real-time. Project is targeted to be complete within two years statewide. Funding source is through NHTSA (National Highway Transportation and Safety Administration). Purchase of servers and laptops are included in costs.
Teacher Retirement System	
Arkansas Teacher Retirement Member Information System	The Membership Information System will replace the current membership system which is 22+ years old. This is the business application that drives the retirement system.
Workers' Compensation	
AWCC Imaging	To capture all present paper filings and correspondence electronically so as to eliminate physical storage problems and to be better able to share information among multiple users simultaneously. The scope does not include any attempt of imaging historical documents that are currently captured on microfilm, but rather to pick a cut-off date at which time paper files will not be established - only electronic ones.

Planned Major IT Development Projects With Cost

Agency & Project Name ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Crime Information Center							
** Integrated Justice	910,563	281,119	628,848	909,967	629,444	11/1/2001	3/31/2004
National Criminal History Improvement Project	1,425,637	0	999,597	999,597	1,300,000	7/1/1995	6/30/2005
Project Safe Neighborhoods	312,232	12,292	131,837	144,129	299,940	10/1/2002	9/30/2005
Employment Security							
** ACRS	388,313	41,719	144,313	186,032	289,100	3/1/2003	N/A
Economic Development Exchange	261,420	0	0	0	223,020	N/A	N/A
Learning Exchange/OSCAR Import	208,800	0	0	0	180,000	N/A	N/A
** LMI Automation (ALMIS/NSR)	355,000	0	0	0	355,000	N/A	N/A
** ODDS/AWIS Replacement	523,809	0	20,210	20,210	523,809	8/1/2003	N/A
TAA/TRA/DW	1,324,972	951,435	361,895	1,313,330	1,324,972	7/1/2002	N/A
FARS Replacement	1,000,000	0	0	0	1,000,000	N/A	N/A
Imaging	1,378,020	17,525	160,650	178,175	992,980	N/A	N/A
Security	923,195	195,000	158,134	353,134	676,195	7/1/2002	N/A
** ABPCO	664,707	44,811	188,162	232,973	664,707	11/1/2002	11/1/2004
Adjudication System	1,543,233	124,541	282,098	406,639	774,994	12/1/2002	9/1/2004
Employer Accounts Registration	238,064	39,254	99,464	138,718	238,064	3/1/2003	12/1/2004
Employer Wage Processing	288,943	17,475	190,155	207,630	288,943	3/1/2003	12/1/2004
Hope MFLC Record Keeping	111,250	7,487	6,074	13,561	82,250	11/1/2002	7/1/2004
Initial Claims IVR/Call Center	1,800,000	0	15,768	15,768	1,800,000	9/1/2003	N/A
Internet Initial Claims	1,836,980	1,103,527	527,974	1,631,501	1,836,980	10/1/2002	N/A
UI Collections	1,068,900	0	0	0	703,800	N/A	N/A
Environmental Quality							
Integrated Information System	3,200,000	357,520	504,719	862,239	3,200,000	12/1/2002	6/30/2007
Finance and Administration							
** Budget Preparation Module	1,921,560	0	1,879,877	1,879,877	1,921,560	8/1/2003	7/1/2004
** Performance Budgeting and Accountability System	100,000	0	100,000	100,000	100,000	8/1/2003	7/1/2004

Planned Major IT Development Projects With Cost

Agency & Project Name ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Health							
Hospital Network (Bioterrorism Grant)	1,200,000	0	915,000	915,000	1,200,000	7/1/2003	6/30/2005
Laboratory (Bioterrorism Grant)	600,000	0	535,000	535,000	600,000	7/1/2003	12/30/2004
NEDSS (Bioterrorism Grant)	400,000	0	400,000	400,000	400,000	7/1/2003	6/30/2004
Vital Records	900,000	0	0	0	900,000	7/1/2003	6/30/2006
Human Services							
Extended Juvenile Jurisdiction Digital Surveillance	468,321	0	333,909	333,909	195,547	7/1/2003	4/30/2005
Juvenile Tracking System Re-Engineering	267,973	0	380,022	380,022	347,298	7/1/2003	6/30/2005
Information Systems							
Telemanagement Project	500,000	0	34,160	34,160	500,000	10/1/2004	12/31/2005
Protego Security Project	375,000	0	0	0	550,000	3/1/2005	8/8/2005
Time Collection System	350,000	0	0	0	350,000	7/1/2003	12/31/2004
Office of Information Technology							
** Disaster Recovery Plans	236,700	0	201,251	201,251	236,700	12/1/2003	6/30/2004
Parks and Tourism							
** Lodge Reservation System	315,000	0	304,072	304,072	315,000	9/1/2003	5/30/2004
Securities Department							
** STAR System	369,871	114,800	315,855	430,655	312,821	5/1/2003	6/30/2004
State Crime Laboratory							
TeleTestifying Pilot	351,000	134,605	108,198	242,803	216,396	4/15/2001	6/30/2005
State Police							
TraCS (Traffic and Criminal Software)	1,100,000	0	1,100,000	1,100,000	1,100,000	10/01/2003	6/30/2005
Teacher Retirement System							
Teacher Retirement Member Information System	7,500,000	3,627,461	3,403,638	7,031,099	3,872,536	5/15/2000	6/30/2005
Workers' Compensation Commission							
AWCC Imaging	200,000	0	0	0	200,000	1/15/2004	6/30/2005
Totals	**$36,919,463**	**$7,070,571**	**$14,430,875**	**$21,501,446**	**$30,702,056**		

Planned Major IT Enhancement Projects

Agency & Project Name	Project Description
Crime Information Center	
VINE Enhancements	Utilizing the existing VINE Notification System which will provide an individual booking database for each county jail in Arkansas. This includes profession services and maintenance.
Education Department	
Pentamation/COGNOS Reporting Project - Financial	This project adds an analysis and reporting piece for the Pentamation Financial users in the school districts.
Upgrade using Genero to Pentamation's Financial & Student Plus Management Systems	Pentamation is upgrading the DOS based system to a system that will be more user friendly for both the Pentamation Student and Financial users. All business processes will remain the same. This system takes the current system and gives it a Windows look and ease of use.
Employment Security	
Workforce Investment System	Enhancements to the existing workforce investment system
New Hire Enhancement for BPC	Provides a cross match of Unemployment Insurance overpayments and the new hire registry.
UI Charges	Redesign of Unemployment Insurance Charges to Employers
Finance and Administration	
Employment Benefits	HIPAA compliance/employee benefits administration
Human Services	
Child Care Eligibility	Child Care Eligibility/Business at a Glance - Replace the Day Care mainframe system with client service system and provide new functionality of instant information about each daycare and identify deficiencies (Business at a Glance).
CHRIS - Children's Reporting and information System (CHRIS)	Enhancements required by SACWIS (State Automated Child and Welfare Information System) audit as follows: Resource/Provider redesign, Provider Payment and Remittance Advice, Electronic data interface with IV-D, Identify and match Services to Case Plan needs, Track progress of Service/Case Plans, Record contract/acquisition needed resource needs, Timely identification /tracking of case reviews, Electronic data interface with IV-A, Electronic data interface with Title XIX, Accounts Payable Process, Accounts Receivable Process, Determine and track Child's IV-E in placement, Verify eligibility for other related programs, Generate documents in initial eligibility determinations, Redeterminations, Generate documents on eligibility changes, Assignments/Management of Workloads, Collection/Maintenance of Foster Parent/Adoption, Process Contracts and changes, Record Contract monitoring, Generate Contract Alerts and notices, Generate Contract documents, Identify allegations of maltreatment by FC Providers, Prepare and record referrals to other agencies, Indian Child Welfare requirements

Planned Major IT Enhancement Projects

Agency & Project Name	Project Description
Human Services (continued)	
Decision Support	Decision Support Systems is replacing Business At a Glance. This request supports the Division of Child Care and Early Childhood Education's pilot project of developing a business intelligence system called Decision Support System. DSS serves two purposes. First, is to satisfy executive query and reporting needs. Second, is to move from a reactive mode to a proactive predictive capability to assist DCC/ECE in addressing fraudulent provider and client behavior.
HIPAA	Medicaid, as a health insurance plan, must comply with Health Insurance Portability and Accountability Act (HIPAA) requirements. This requires significant changes in the Medicaid Management Information System (MMIS) to accommodate the mandate to use standard electronic claim and eligibility record formats.
PLATO Learning Software package Expansion	DYS is required by the Department of Justice to ensure that academic credits earned are unquestionably accepted by other public schools in the state. DYS has had Plato Learning Software at Alexander since 1996 and the regional juvenile programs since 2001. We are requesting to enhance and expand the use of this software to address the DOJ settlement requirements and ADE requirements. The expansion allows complete, enhanced coverage on these campuses and adds this educational capability for DYS group homes.
Recipient Overpayment Accounting System (ROAS)	ROAS is an Accounts Receivable system that tracks overpayments in benefits issued to DHS clients, interfaces with other systems to enable recouping overpayments through a deduction in current benefits, and interfaces with State and Federal revenue agencies to intercept tax refunds to repay client overpayments debts. The system also incorporates a Fraud sub-system that is used to track the cases suspected of fraud and their status within the DHS benefit abuse process. This system is running in a mainframe environment and consists of several COBOL online and batch programs. It is currently being re-engineered in Visual Basic and SQL Server.
Parks and Tourism	
GuiXT Project	GuiXT is a third party software product endorsed by SAP that has the capability to make AASIS/SAP more user friendly and much more efficient by reducing the number of screens and clicks an employee has to go through to accomplish their task.
Prosecutor Coordinator	
Prosecutor Systems	Rewrite and upgrade currently separate Hot Check and Case Management Systems into one main system, written in Visual Basic and stored on an SQL Server platform.
State Police	
AFIS (Automated Fingerprint Identification System	Automated Fingerprint Identification System upgrade to add increased functionality (i.e. palms, secondary matching, etc.) Fund source is through congressional earmark and Byrne grant

Planned Major IT Enhancement Projects With Cost

Agency & Project Name ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Crime Information Center							
VINE Enhancements	3,907,024	2,820,534	931,304	3,751,838	1,086,490	5/1/1998	6/30/2005
Education Department							
Pentamation/COGNOS Reporting Project - Financial	800,000	0	800,000	800,000	800,000	7/20/2004	6/30/2005
Upgrade using Genero to Pentamation's Financial & Student Plus Management Systems	943,540	0	313,885	313,885	943,540	11/21/2003	7/1/2004
Employment Security							
Workforce Investment System	309,472	0	0	0	309,472	N/A	N/A
New Hire Enhancement for BPC	210,000	0	0	0	180,000	N/A	N/A
UI Charges	644,875	0	0	0	151,965	N/A	N/A
Finance and Administration							
Employment Benefits	3,000,000	976,420	1,209,368	2,185,788	1,357,110	3/1/2002	6/30/2005
Human Services							
CHRIS - Children's Reporting and Information System	3,769,884	0	1,513,875	1,513,875	2,332,392	7/1/2003	6/30/2006
** Recipient Overpayment Accounting System (ROAS)	654,088	360,535	309,772	670,307	309,772	7/1/2003	6/30/2004
Child Care Eligibility	3,559,039	428,362	1,880,820	2,309,182	3,559,039	7/1/2003	6/3/2005
Decision Support	214,740	0	159,612	159,612	149,168	2/1/2004	6/3/2005
** HIPAA	22,355,827	15,578,375	6,726,964	22,305,339	6,726,964	7/1/2002	6/30/2004
** PLATO Learning Software package Expansion	968,783	0	524,213	524,213	574,745	7/1/2003	6/30/2005
Parks and Tourism							
GuiXT Project	120,000	0	10,000	10,000	120,000	2/13/2004	1/31/2005
Prosecutor Coordinator							
Prosecutor Systems	489,300	47,500	67,000	114,500	124,000	10/1/2002	7/1/2007
State Police							
** AFIS (Automated Fingerprint Identification System	1,351,133	0	1,351,133	1,351,133	1,351,133	12/01/2003	6/30/2005
Totals	**$43,297,705**	**$20,211,726**	**$15,797,946**	**$36,009,672**	**$20,075,790**		